

Dept. of Permitting (DOP)



Simulation Roles:

- Director (instructor)
- 1 Administrator
- 4 Technicians
- 1 Supervisor
- 1 Materials Coordinator
- 1 Customer
- Observers



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Minnesota Statutes XYZ Regulation on Permitting



Every permit shall be on a yellow post-it note with 2 red dots, 2 green dots, 1 yellow dot, and 1 blue dot. The yellow dot shall go in the lower left, the red dots shall go in the middle, the blue dot shall go in the upper right, and the green dots shall go in the two remaining quadrants. The yellow dot must be placed first, followed by the two red dots, followed by the blue dot, followed by the green dots. Failure to produce the permit as outlined above shall be punished pursuant to Minnesota Law.



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Round 1



- 5 minutes
- Create permits in batches of 5
- Complete as many permits as possible
- Only Materials Coordinator moves materials
- Stick to your role (don't change the process)



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MN Permit



- Yellow: lower left
- Reds: middle
- Blue: upper right
- Greens: upper left and lower right



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Round 1



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Measure Round 1 – Current State



1. Permits completed
2. Correct permits (no defects)
3. Percent complete and accurate (complete and accurate / completed X 100)
4. Incomplete permits in process (WIP)
5. Permits/minute (completed/ minutes)
6. Customer wait time
7. FTEs
8. Work space (building)



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